



Unified Community Services
Serving Grant and Iowa Counties

Unified Community Services Emergency Services program is seeking applicants for Remote/on-call Mobile Crisis Workers. Mobile Crisis Workers operate under Chapter DHS 34 Emergency Mental Health Service Program and take crisis calls from individuals experiencing a mental health or substance related crisis. Staff provide services by phone and can respond to a designated secure location within Grant or Iowa Counties to provide on-site assessment of a person's needs and collaborate with other professionals to coordinate appropriate response plan and connect to services.

Training: Initial self-paced training of 20-60 hours (depending on experience) provided and to be completed in the first 3 months of hire. 8 hours of training annually provided. Mobile Team meetings held monthly.

Hours: Weekends and holidays 10:00 AM - 6:00 PM and optional as needed Weekdays from 4:30 PM to 6:00 PM. Hours are subject to change based on need and are evaluated annually. Scheduling is flexible and shifts are shared between several workers.

Pay: Per-Diem: \$25 regular shift/\$50 holidays for each shift on-call (if called or not).
Call Pay: \$75.00/hour based on time in position/experience for assessment, travel and documentation time. Training/Supervision: \$20/hour. Mileage Reimbursement: IRS approved rate for business travel when using personal vehicle.

Successful applicants will be employed on the basis of personal aptitude and life experience which demonstrates their ability to provide effective emergency mental health services. Bachelor's degree and/or experience in human service field preferred. Must reside in or very near Grant or Iowa Counties.

How to Apply: A Grant County Employment Application and job description may be obtained at www.co.grant.wi.gov (under employment opportunities) or by contacting the Human Resource Department at (608)723-2540. **Screening of applicants will begin immediately and will continue until the position is filled. Submit application, resume, and letter of interest to:**

Grant County Human Resources
111 S. Jefferson St. – PO Box 529
Lancaster, WI 53813

*This is an **Affirmative Action/Equal Employment Opportunity employer (AA/EEO)**. All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work-related limitations.*

UNIFIED COMMUNITY SERVICES
JOB DESCRIPTION
Mobile Crisis Worker

Fair Labor Standards Act (FLSA) Status: Professional Employee Exemption

Supervisor: Emergency Services Supervisor

Goals and Objectives:

- Meet productivity standards.
- Positively contribute to the financial health of Unified Community Services by ensuring delivery of billable services.
- Provide therapeutic interventions and documentation to meet regulatory standards and/or contractual requirements.
- Actively participate in and contribute to a team-based model to ensure integration of services and coordination of care to promote improved client outcomes.
- Promote positive culture of collaboration within Unified Community Services.

Position Summary:

Provide mobile crisis services for individuals experiencing a crisis in compliance with Chapter DHS 34 Emergency Mental Health Service Programs and other relevant federal, state and agency standards. Emergency Services are provided under the medical supervision of the Medical Director or designee and under the clinical supervision of the Emergency Services Supervisor.

Mobile Crisis work is performed in the community setting including by phone, agency offices, client residences, schools, police stations, hospitals and public spaces. It is expected that when in the community that Law Enforcement be in attendance for safety and security of all parties involved. The mobile crisis worker provides mobile crisis response, risk assessment and crisis stabilization planning for adults and children in Grant and Iowa Counties on holidays and weekends. The position works as part of a team and approaches work with people from a trauma-informed, strength-based, perspective. The mobile crisis worker works collaboratively with mental health and physical health care providers, law enforcement, emergency departments, school personnel, and other social service agencies to assure the best possible treatment for clients.

Qualifications to Provide Emergency Services:

- Staff are considered qualified clinical staff per DHS 34.21(3)(b) 1-19. Wisconsin Clinical Social Worker (LCSW), Marriage and Family Therapist (LMFT), Professional Counselor (LPC), Substance Abuse Counselor (SAC) license, clinical training license (SAC-IT, APSW, LPC-IT, LMFT-IT), Bachelors or Associates degree in related field - preferred.
- Completion of Caregiver Background Check in accordance with DHS 12, WI Administrative Code, with no crimes or other findings that prohibit employment as a caregiver unless rehabilitation approval is received, and with no convictions that are determined to be substantially related to the care of a client.
- DHS 34 - Emergency Mental Health Services Program Orientation per DHS 34.21 (8)(b) per DHS 75.03 (6) and DHS 34.22 (3) (f) meeting the requirements for providing Emergency Mental Health Services for Children and Adolescents and their families.
- Emergency Services mobile crisis staff shall receive at least 8 hours per year of training per DHS 34.21 (8)(d)2 on emergency mental health services, rules and procedures relevant to the operation of the program, compliance with state and federal regulations, cultural competency in mental health services and current issues in client's rights and services. All relative training is documented in Emergency Services Training Log and in the mobile meeting minutes.

- Supervision. Participate in regular Supervision as outlined by DHS 34.21 (7)(d) (e) and as designated by Supervisor. Supervision is documented in mobile meeting minutes.

Values:

Mission Focus

- Commitment to the Agency mission: To contribute to the development of healthier individuals, families and communities within Grant and Iowa Counties by providing mental health, substance abuse, and developmental disabilities services.
- Regards the welfare of the agency's clients as the top priority.
- Maintains professional boundaries.

Self-awareness & Self-improvement, Judgement & Initiative (Intra-personal skills)

- Ability and emotional stability to carry out his or her assigned duties. Practice self care. Report any concerns related to capacity to provide services to supervisor as appropriate.
- Has a good understanding of his/her own strengths & weaknesses, & uses this understanding to benefit the team as a whole.
- Is forthcoming about mistakes and uses them to improve performance. Learns from mistakes instead of repeating them.
- Is open to constructive feedback and uses it to improve performance. Views learning as an ongoing, continual process.
- Demonstrates good judgement in knowing when to take initiative & when to seek supervision and consultation.
- Takes initiative to complete duties and tasks assigned.

Cooperation, Teamwork & Problem-solving (Interpersonal skills)

- Works well with fellow team members to accomplish the team's/agency's mission.
- Supportive of fellow team-members; places welfare & functioning of the team before self-interest.
- Works through problems/conflicts with team leader, team members, & agency coworkers openly & constructively.
- Brings problems & disagreements to the surface & seeks constructive solutions.
- Maintains a positive & cooperative work atmosphere.
- Demonstrates ability to establish and maintain an effective working relationship with other agencies, contracted facilities, and the public.

Time & Resource Management, Productivity, Effectiveness

- Possess strong organizational skills.
- Is able to prioritize, set goals & follow through in order to accomplish the most essential team objectives.
- Ensures that assignments are completed accurately and on time.
- Communication about leave, upcoming time off and absences with team members and other staff. Collaborating with other team members for coverage and ensuring accuracy in the mobile crisis coverage calendar.
- Uses available time wisely; is punctual reporting to work; avoids absenteeism.
- Possess excellent verbal and written communication skills.
- Accomplishes desired results as evidenced by objective measurements.

Responsibilities of Position:

- Provide Emergency Mental Health Services-Mobile Crisis Services.
- Provide Assessment and Response, Initial Contact, Determination of Need, manage on call calendar and attend mobile crisis meetings. Be available to answer phone in order to consult, collaborate or dispatch during mobile crisis coverage hours.

- Collaboration with Other Providers. Ensure good communication before, during and after a crisis related to decision making and hand offs of care and services for consumers in crisis.
- Staffing. Staff cases as clinically warranted with team members, clinical consultation and or supervisor. Document staffing and decision points accurately in crisis assessment.
- Complete and review appropriate paperwork with consumers in crisis- especially when consumers are detained or sent home on a safety plan and submit any completed paperwork to county staff to scan into clients record.
- Maintain the clients records in the electronic health records. Document crisis contact, staffing and outcomes in crisis assessment. Send county staff any additional paperwork to be scanned into the electronic health records. Submit notes and sign documentation for approval/billing. If documentation is not complete- communicate consumer needs or outcomes with County Staff as soon as possible with a documented plan for documentation completion to Emergency Services Supervisor.
- Timesheets- Accurate completion and submission of timesheets weekly to designated County staff. Review and submit requested revisions in a timely manor and communicate any delays in the process with county staff as soon as possible.

OTHER GENERAL RESPONSIBILITIES:

- Complete and sign provider network applications as required by agency needs.
- Be knowledgeable of and adhere to agency policies and procedures.
- Dress appropriately for position and function.
- Possess valid driver's license and dependable transportation.

Other Duties as Assigned:

- Assume other responsibilities as assigned by the supervisor or agency director.

Updated 06/24/2024